

**UNITED NATIVE FRIENDSHIP CENTRE
JOB DESCRIPTION**

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| Position Title: Receptionist | Date Approved: 2016 |
| Job Class 3 | Revised date: October 2021 |

Immediate Supervisor: Executive Director

Position Summary: Employed by the United Native Friendship Centre, responsible to the policies and directions as determined by the United Native Friendship Centre Board of Directors and under the direct supervision of the Executive Director or designate.

Responsibilities: While functioning as a member of the administrative team the Receptionist maintains responsibility for the reception area and the day-to-day operation of the Centre. To assist the organization in the performance of her/his duties and support in the maintenance of the overall goals and objectives of the Centre.

Relationships:

The Receptionist plays a vital role in the functioning of the Centre, its programs, and day-to-day operations. It is therefore imperative that a friendly, cooperative, and informative relationship should be maintained at all times with its members, the Board of Directors, management, staff, clients, visitors, other agencies and the community at large.

Qualifications:

- Grade 12 education or GED
- One year experience in office administration
- Advanced computer skills that include the ability to design, edit and print monthly newsletters
- Strong interpersonal skills with demonstrated ability to interact well with others and deliver customer service excellence
- Ability to work with minimal supervision and in a team setting
- Adaptable and able to multitask daily in a busy environment
- Exceptional communication skills, both written and orally
- Excellent organizational skills and time management
- Knowledge of Indigenous culture and the Friendship Centre movement would be considered an asset
- Accepting and sensitive to the Anishinaabe culture and practices; smudging, ceremony, drumming, etc.
- Other duties as required

Job Specifications:

- Provide reception services: answering and screening all incoming calls and directing clients/visitors to the appropriate person for assistance
- Maintain confidentiality in all matters pertaining to the Centre and staff
- Provide fax and copier services for clients and members
- Responsible to pick up & record all incoming mail including Courier services
- Incoming mail to be brought to E.D. daily for distribution approval
- Ensure all outgoing mail is recorded and dopped off daily
- Monitor incoming deliveries and shipments, matching received merchandise to invoices
- Record all vital incoming and outgoing fax correspondence in mail binder
- Maintain personnel/staff contact information
- Maintain Membership information
- Record and transcribe staff meeting minutes
- Ensure all office inventory is current via monthly orders to local supplier
- Provide monthly copy count for office photocopiers to contracted supplier
- Prepare and distribute bi- monthly newsletter
- Responsible for petty cash from pop sales
- Order and keep sufficient stock of office supplies and other stock/necessities from local suppliers as approved by the Executive Director or designate
- Keep photocopy room tidy and stocked with paper
- Maintain a record of staff attendance by way of 365 Attendance File
- Maintain and keep the reception area clean
- Attend professional development as approved by the Executive Director
- Pickup, record, and forward mail to the appropriate staff members
- Assist, when needed, with other duties that may be requested: annual meeting kits and other special projects

Evaluation: This position shall be evaluated after 3- and 6-month probationary periods and then on an annual basis thereafter. It will be based on the UNFC standards of performance and specific goals of the program as agreed upon by the Board of Directors and the Executive Director.